

POSITION TITLE: Program Manager of Hamilton County Intervention Services

FUNCTION: Provides staff supervision of survivor service delivery throughout Hamilton County. Responsible for ensuring that seamless system of service delivery occurs to meet the needs of diverse survivors, which means the Program Manager may also provide direct service delivery. The Program Manager is also responsible for developing and maintaining strong partnerships with community systems and leaders (law enforcement, hospitals, victim service agencies, campuses, etc.) to address critical responses to dating violence, domestic/intimate partner violence, sexual assault and stalking.

QUALIFICATIONS: BA/BS in Education or Human Service Related Field or equivalent experience required. 3+ years of experience in field (SA, DV, crisis intervention with victims, advocacy) required. 1 to 2 years of experience delivering direct services in field required. 2+ years supervisory experience in field required. Demonstrated management and/or administrative ability required. Demonstrated ability to design, deliver, and evaluate training / education required. Experience in grant reporting, and relationship and coalition building preferred. Computer literacy (MS Office, databases, email, etc.) required.

RESPONSIBILITIES & EXPECTATIONS:

Programming Leadership

Executes programming of direct crisis intervention services to survivors of sexual assault, domestic violence, and stalking. Includes:

- Communication of program goals and outcomes.
- Identification of patterns of barriers in various community systems affecting survivors and communicates those to Senior Director.
- Adoption of policies, practices, templates/tools for services provided.
- Management of the client complaint process and ensures appropriate response.

Direct Supervision of Staff and Volunteers

Provides direct management and oversight to staff, volunteers, and interns to ensure success of staff and Agency, and efficient use of resources. Includes:

- Creating and managing schedules that balance workload and effectively use time.
- Conducts Performance Management, with Senior Director (goal setting, ongoing performance feedback/coaching, reviews, development support, documentation, and responsible for hiring and exit processes) in alignment with the Strategic Plan.
- Training new staff, volunteers, and interns.

Outcome Analysis of programs & Continuous Improvement

Includes:

- Evaluates program goals and outcomes, seeking input from staff, management, and community.
- Monitors data collection for Agency program statistics, client satisfaction, and outcome measurements, and to ensure quality services.
- Maintains and manages timely submission of accurate records / reporting / statistics (e.g. Documentation for funders, partner agencies, mileage / expenses, time reporting).

Agency Leadership

Includes:

- Implements Mission, vision, values, strategic plan.
- Engages in ongoing improvement of policies, procedures, forms, reporting and service levels.
- Serves as an Agency leader in ongoing efforts to be an “employer of choice”.
- Effective utilization of facility, equipment, and security.
- Initiates collaboration and cooperation with other Agency functions.

Community Leadership

- Develops and maintains effective, professional, and collaborative relationships with Agency staff, Board, and community—especially Hamilton County communities.
- Promotes teamwork and cohesiveness by modeling core values.
- Exercises discretion when representing the Agency and maintains confidentiality in interactions within community as appropriate.
- Consistently advances the Agency and promotes positive public relations.
- Affirms the value of diversity, and is respectful of others in regards to/ does not discriminate based on gender, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation.

OTHER REQUIREMENTS: To facilitate Agency effectiveness, may be expected to take on other duties assigned. Availability of transportation in order to provide service in the community is required.

ACCOUNTABILITY: Senior Director of Survivor Services

HOURS: Full Time

PAY BASIS: Salary, Exempt

BENEFITS: As stated in the current Human Resources Policy Handbook

CONFIDENTIALITY: May be involved in confidential personnel, and interagency issues. Responsible for client confidentiality.

WHW is an equality and equity opportunity employer. WHW believes in equity and inclusion and welcomes diversity of experience and expression at the Agency in recruitment, hiring, training, compensation and promotion of diverse talent-